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JAN 07 2005

TN REGULATORY AUTHORITY
DEBI TATE

1581 Willey Street
Memphis, TN 38119-6962

January 5, 2005

Re: Docket #04-00166 and #04-00211

Dear Director Tate:

My husband and I have a son who is incarcerated at Northwest Correctional Complex in Tiptonville, TN. Phone calls from our son do not come as often or last as long as he or his family would like, due to the high cost of these calls. For these rates to be increased or the length of the calls to be shortened would really seem like more punishment for us all. We normally receive only one call per week and do not know how we could afford to pay more for the calls. We long to speak with him more often not less.

Decreasing contact between our son and the family will only weaken the bond we have with him.

As a part of your fulfilling the Mission of the Tennessee Regulatory Authority won't you consider the impact your decision on docket #04-00166 and #04-00221 will have on children, families, and friends. Please vote NO to higher costs and shorter calls from a jail or prison in Tennessee.

Sincerely,

Mrs. Nora Underwood
Mrs. Nora Underwood

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January 7, 2005

RECEIVED
OFFICE OF
PAT MILLER
JAN 07 2004
TN REGULATORY AUTHORITY

TO. Chairman Pat Miller
Deborah Taylor Tate
Director Sara Kyle
Director Ron Jones
Tennessee Regulatory Authority
460 James Robertson Pkwy
Nashville TN 37243

RE Docket #04-00166 and #04-00211

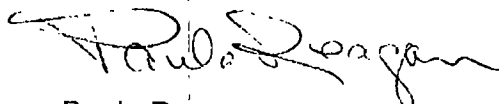
The families of Tennessee prisoners are the forgotten victims of crime. We are innocent of wrong doing, but we suffer alongside our incarcerated loved ones. We pay the financial costs for their crimes.

I urge you to strongly consider the financial and emotional impact your decision will have on the families and friends of inmates. Please vote NO to higher costs and shorter calls from jails or prisons in Tennessee.

I'm sure you will hear a lot of stories, but let me add mine. My son is in Henning, Tennessee. I cannot visit him but twice a year because of the cost of travel and motel, car care to make the trip, and permission to get off work. His weekly calls to me keep both of us strong. They need an emotional link with the outside world to keep them grounded. You can't have a discussion about God's forgiveness in ten minutes. You can't discuss current events in ten minutes. Please give these thoughts serious consideration.

It is my sincere hope that TRA will work harder to provide a more competitive environment because I believe it will help to provide better service for less money.

Thank you



Paula Reagan
2745 New Blockhouse Rd
Maryville TN 37803